



Qatar Institute for Intercultural Communication

Education City – Doha – Qatar

3 Day Certificate

April 17-19, 2018

Emotional Intelligence & Diversity

Emotional responses are often at the heart of interpersonal and organizational roadblocks to diversity culture change. This certificate program applies the concepts of emotional intelligence to address the essential challenge of diversity: dealing with feelings that emerge when differences meet. It will provide skills that are much needed in today's world, where divisiveness and polarization call for a counterpoint based in respect, empathy, and compassion. You will have the opportunity to learn about the specific aspects of emotional intelligence critical for success in diverse environments, and how they shape both personal and professional behavior. The end result is not only your own growth, but the ability to facilitate the professional growth of others as well.



Dr. Anita Rowe is a partner in Gardenswartz & Rowe, where for over 30 years she has helped a wide variety of clients manage change, build productive and cohesive work teams, and create intercultural harmony in the workplace. Anita and her partner, Lee Gardenswartz, have co-authored a series of articles and books on diversity and inclusion themes, including *Managing Diversity: A Complete Desk Reference and Planning Guide*, *The Managing Diversity Survival Guide*, and *The Global Diversity Desk Reference: Managing an International Workforce*.

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